

The implementation of the electronic signature in the Public Administration in Mexico

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Abstract:

Designing and implementing inter-organizational relations between public administrations represents many challenges to achieve effective collaborations due to differences in work processes and culture between partners, especially for e-government initiatives. The research question we address in this article is: what are the conditions to achieve public value in public-private IT projects in the context of Mexico?

On the basis of a framework developed by Bryson, Crosby and Stone (2015), we develop a case study about the implementation of electronic signature in the regional state level government in Mexico. We found that main implementation problems were linked with the lack of consideration of process mapping to adapt off-the-shelf software development to the organizational structure of the public administrative units involved, highlighting significant theoretical and practical challenges in the implementation of IT systems in the context of the Public Administration in Mexico